The
Low Income
Energy Assistance
Program
Handbook

LIEAP

This handbook is a compilation of information needed to implement the Low Income Energy Assistance Program. It should remain a constant reference guide throughout the course of the program. Place the handbook in a 3-ring notebook so that supplements, announcements, and policy clearances may be inserted into the appropriate sections.

The information in this handbook should be studied carefully, before the local training. Mark your areas of question in pencil as you read, and discuss the questions early in your training sessions.

Policy and procedure "clearances" may be issued as questions or special circumstances arise. The clearances are distributed to promote consistent treatment statewide.

If you experience case situations which are not addressed in the Handbook, consult with your supervisor.

Revised December 2009
Supersedes Previous Editions

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TRAINING REVIEW

FORMS

TERMINOLOGY

1. SRS - The Kansas Department of Social & Rehabilitation Services, the state agency which provides various social services for Kansas citizens.
2. Central Office - The various offices in Topeka where executive, administrative, and program staff are housed.
3. Regional Service Center - Headquarters of the local service centers in each of 6 SRS Management Regions.
4. Service Center - The local SRS Office.
5. EES - Economic and Employment Support, a division under Integrated Service Delivery within SRS.
6. SRS Payables - A Central Office section responsible for mailing and distributing assistance payments. The mailing address is SRS Payables Section - LIEAP, 8th Floor, Docking State Office Building, Topeka, KS 66612.
7. Client or Customer - An applicant or recipient of various types of SRS assistance.
8. Cash Assistance - Refers to *cash* benefits received from the TAF, GA, or SSI programs (as opposed to Food Stamp benefits which are restricted in use for food purchases).
9. KEESM - Kansas Economic & Employment Support Manual contains EES program policies, including LIEAP.
10. Household - Any individual or group of individuals, living together and sharing the same dwelling.
11. Energy Vulnerable Household - A household that is responsible for payment of its heating energy costs and subject to increases due to rate or usage increases. Vulnerability is limited to residential households making direct payments for heating fuel to vendors, those whose heating utility costs are paid in the rent which can be increased to compensate for increased energy rates and/or usage, and those who will experience energy surcharges or other additional charges for the household's heating energy costs.
12. Duplicate Payment - Issuance of more than one LIEAP payment to the same household in one calendar year. Duplicate payments are not allowable by federal regulation.
13. Indirect Heating Costs - Heating costs that are paid in the rent.
14. Primary Vendor - A utility or other fuel provider which sells the energy used by the heating system built into the residence.
15. Secondary Vendor - A utility or other fuel provider which sells the energy used in a home supplemental heating system. E.g.; the electricity needed to operate the fan on a gas furnace, or wood used in the fireplace which supplements the primary heating system.
16. Direct Utility Payment - Payments which are not mailed to the household, but rather to the vendor. Westar Energy and Kansas Gas Service are the only utilities currently receiving direct payments from SRS. The Westar Energy and Kansas Gas Service payments are made using electronic transmissions and payments applied as credit to the households' utility accounts.

REGIONS AND COUNTY NUMBERS

Kansas City Metro Region

023	DG	DOUGLAS
030	FR	FRANKLIN
046	JO	JOHNSON
052	LV	LEAVENWORTH
061	Ml	MIAMI
105	WY	WYANDOTTE

Northeast Region

003	AT	ATCHISON
007	BR	BROWN
014	CY	CLAY
015	CD	CLOUD
021	DK	DICKINSON
022	DP	DONIPHAN
027	EW	ELLSWORTH
031	GE	GEARY
043	JA	JACKSON
044	JF	JEFFERSON
045	JW	JEWELL
053	LC	LINCOLN
058	MS	MARSHALL
062	MC	MITCHELL
066	NM	NEMAHA
070	OS	OSAGE
072	OT	OTTAWA
075	PT	POTTAWATOMIE
079	RP	REPUBLIC
081	RL	RILEY
085	SA	SALINE
089	**SN**	SHAWNEE
099	WB	WABAUNSEE
101	WS	WASHINGTON

South Central Region

008	BU	BUTLER
009	CS	CHASE
010	CQ	CHAUTAUQUA
016	CF	COFFEY
018	CL	COWLEY
025	EK	ELK
037	GW	GREENWOOD
039	HF	HARPER
040	HV	HARVEY
048	KM	KINGMAN
056	LY	LYON
057	MN	MARION
059	MP	MCPHERSON
064	MR	MORRIS
078	RN	RENO
080	RC	RICE
096	SU	SUMNER

Southeast Region

001	AL	ALLEN
002	AN	ANDERSON
006	BB	BOURBON
011	CK	CHEROKEE
019	CR	CRAWFORD
050	LB	LABETTE
054	LN	LINN
063	MG	MONTGOMERY
067	NO	NEOSHO
103	WL	WILSON
104	WO	WOODSON

West Region

004	BA	BARBER
005	BT	BARTON
012	CN	CHEYENNE
013	CA	CLARK
017	CM	COMANCHE
020	DC	DECATUR
024	ED	EDWARDS
026	EL	ELLIS
028	FI	FINNEY
029	FO	FORD
032	GO	GOVE
033	GH	GRAHAM
034	GT	GRANT
035	GY	GRAY
036	GL	GREELEY
038	HM	HAMILTON
041	HS	HASKELL
042	HG	HODGEMAN
047	KE	KEARNEY
049	KW	KIOWA
051	LE	LANE
055	LG	LOGAN
060	ME	MEADE
065	MT	MORTON
068	NS	NESS
069	NT	NORTON
071	OB	OSBORNE
073	PN	PAWNEE
074	FL	PHILLIPS
076	PR	PRATT
077	RA	RAWLINS
082	RO	ROOKS
083	RH	RUSH
084	RS	RUSSELL
086	SC	SCOTT
088	SW	SEWARD
090	SD	SHERIDAN
091	SH	SHERMAN
092	SM	SMITH
093	SF	STAFFORD
094	ST	STANTON
095	SV	STEVENS
097	TH	THOMAS
098	TR	TREGO
100	WA	WALLACE
102	WI	WICHITA

Wichita Region

087 SG SEDGWICK

APPLICATION PROCESSING PROCEDURE

NOTE: This page describes general procedures. USA 800 may develop additional automated procedures not described below.

When an application is received in the office, date stamp the application, assign it to a worker, and register the case immediately. All cases shall be registered no later than the following day in which they are received. ***NOTE: Applications left at an SRS Access Point are not considered to have been received until they are received and date stamped in the LIEAP Processing Center. The application date is the date received in the LIEAP Processing Center.***

If the household responded to Question 4 regarding crisis situations, assign priority processing during case registration on the system. Get case to the assigned worker right away.

If an application is received incomplete:

1. Send written verification requests to the applicant if the applicant is required to provide the verification. Applicants are to be given a 10-day deadline to return requested information. Verify the information you are able to do so.

2. If household has its own utility account, verify by looking at the bill or by engaging the utility, if necessary, to make sure that address on utility account is the same as residence address on the LIEAP application. If the vendor is Atmos, Black Hills, KCPL, Kansas Gas Service, or Westar verify account information on-line. (This step does not need to be done if the case is being denied.)

3. Process the case following the 10-day deadline or once the information is received, but within the proper time frame.

If an application is received complete:

1. Verify reported income. Note any changes, indicating the source of the corrected income amounts.

2. If household has its own utility account, verify by looking at the bill or by engaging the utility, if necessary, to make sure that address on utility account is the same as residence address on the LIEAP application. If the vendor is Atmos, Black Hills, KCPL, Kansas Gas Service, or Westar, verify account information on-line.

3. Process the case.

NOTE: Record all action taken (e.g. telephone calls or requests for information sent/received, conversations with energy providers, etc.) in the case record. This will help document agency action and will be useful in an audit or appeal.

ELECTRONIC ACCESS TO SOCIAL SECURITY (EATSS)

Benefits received from the Social Security Administration shall be *verified* by using: Electronic Access to Social Security (EATSS) - An electronic system of providing SSA/SSI benefit and entitlement information. The system will allow authorized users to view and/or request an "on-line" electronic third party query record.

*** It is very important that clients with Social Security Income are listed on the LIEAP system as a household member on the CLAR screen. Enter their name, social security number and date of birth.**

The EATSS system allows **authorized staff** to view BENDEX and SDX information as well as view and/or request TPQY information. This information is provided by SSA for the explicit purpose of aiding staff in the correct determination of eligibility for federally funded income and/or health maintenance programs. Use of the data for other purposes, would constitute misuse and would render the user subject to penalties as states in the Kansas Department of Social and Rehabilitation Services computer user security agreement.

Authorized EATSS users will be allowed to request TPQY information electronically. This process is called WTPY (Wire Third Party Query). Each work day at approximately 3:30 p.m., all requests for TPQY information made since the last transmit will be electronically sent to SSA. Unless SSA encounters a cross reference problem these TPQY records will be returned and available for viewing the next work day. In situations where cross references are involved, the TPQY information should be available within two to three days of the request.

If the customer is new to the LIEAP system or not known to other SRS systems, the TPQY request cannot be made until the day after the case is registered in LIEAP.

The EATSS system is available whenever the mainframe is available. Training must be provided by the supervisor on using the EATSS system and safeguarding Social Security Administration data.

RAILROAD RETIREMENT VERIFICATIONS

Railroad retirement income can be verified by contacting the following **U.S. Railroad Retirement Board offices between 9:00 AM and 3:30 PM:**

-Kansas City, MO

Federal Building, Room 113 601 E. 12th Street Kansas City, MO 64106-2882 Ph.: 816.426.5884 Email: KansasCity@rrb.gov	Counties served:	Allen, Anderson, Atchison, Bourbon, Brown, Clay, Chase, Coffey, Dickinson, Doniphan, Douglas, Franklin, Geary, Jackson, Jefferson, Johnson, Leavenworth, Linn, Lyon, Marshall, Miami, Morris, Nemaha, Osage, Pottawatomie, Riley, Shawnee, Wabaunsee, Washington, Woodson, Wyandotte

-Wichita, KS

1861 North Rock Road, Suite 390 Wichita, KS 67206-1264 Ph.: 316.687.5973 Email: wichita@rrb.gov	Counties served:	Barber, Barton, Butler, Chautauqua, Cherokee, Cheyenne, Clark, Cloud, Comanche, Cowley, Crawford, Decatur, Edwards, Elk, Ellis, Ellsworth, Finney, Ford, Gove, Graham, Grant, Gray, Greeley, Greenwood, Hamilton, Harper, Harvey, Haskell, Hodgeman, Jewell, Kearney, Kingman, Kiowa, Labette, Lane, Lincoln, Logan, McPherson, Marion, Meade, Mitchell, Montgomery, Morton, Neosho, Ness, Norton, Osborne, Ottawa, Pawnee, Phillips, Pratt, Rawlins, Reno, Republic, Rice, Rooks, Rush, Russell, Saline, Scott, Sedgwick, Seward, Sheridan, Sherman, Smith, Stafford, Stanton, Stevens, Sumner, Thomas, Trego, Wallace, Wichita, Wilson

-Topeka, KS, 785-295-2655.

VETERAN'S ADMINISTRATION VERIFICATIONS

Complete an IM-3121 form and mail or fax to appropriate address obtained from supervisor.

VA phone number: 1 -800-827-1000 (Wichita)

KAECSES INQUIRY

KAECSES-AE is the computer system supporting TAF, GA, SSI, and Food Stamp (these are generally referred to as public assistance). If provided with security clearances, LIEAP staff can obtain and verify applicants' TAF, GA, SSI benefit levels, household composition, address and other information which could affect LIEAP eligibility. These Inquiry procedures are more thoroughly described in the KAECSES USER MANUAL. The manual can be accessed online at: **http://srsnet/helpdesk/KAECSES_AE/.** This summary contains the procedures commonly used by LIEAP staff:

TO ACCESS KAECSES

1. On the "Welcome" screen, enter SRCICSR (if your area code is 785 or 913) or SRCICSS (if your area code is 316 or 620). Press "Enter".
2. The sign on to CICS screen will display.
   Enter your USERID and password (the password will not appear on the screen).
   Press "Enter".
3. The sign on is complete information screen displays.
4. Enter SRXP. Press "Enter".
5. The KAECSES logo screen displays.
   Enter your SECURITY KEY and password (the password will not appear on the screen).
   Press "Enter".

TO BEGIN THE INQUIRY PROCESS:

1. Eligibility Worker Menu (ELWM) screen appears: Select option "1" to access the Inquiry Menu (INME). You can get back to the INME at any time by pressing the PF9 key. The following instructions go through the most frequently used inquiry functions.
2. Select Function #1 (prior to contact check.) Press enter.
3. On Client Inquiry (CLIN) screen, enter client's surname, given name, and middle initial. By entering a Y in the partial field, you will get a list of names close to your spelling. Press enter. (Or you can enter the applicant's social security number to get information on that number only.)
4. If Client Inquiry Short List (CLIS) screen appears, find your client by verifying SSN and date of birth (DOB). Enter that client's sequence (left column) and proceed to step #5. The system may take you directly to CLPR and skip CLIS.
5. Client Profile (CLPR) screen will appear. Make sure that this is your client and make a note of the case number and program codes during the needed months. (You will need this information later.)
6. Press program function key PF9 to get back to INME.
7. Select function 2 and enter the case number. Press enter.
8. CAP1 screen will appear. This will give you the worker's name and the client's address and phone number. Press enter.
9. CAP2 screen will appear. This will give you the household size and whether this is a shared living case (type column) and the names of the household members.
10. Press PF9 key to get back to INME.
11. Select function 3 (HOSU) and enter the case number and budgeting methods R (retrospective), P (prospective), or M (medical). Press enter.
12. HOSU (household summary) screen will appear. This is a two or three page screen. Press enter to access the next page. These screens will show you the type and amount of unearned income (if any), the type and amount of earned income (if any), and whether or not the standard utility allowance was used. This information is for the current

month. Press PF9 key to get back to INME.

13. Select function 5 and enter the case number and the appropriate program type (AF, GA, or RE). Press enter.

14. CABH (cash benefit history) screen will appear. This screen will show you the household size, the amount of the countable income (CNTBL) used to compute the cash amount, and the gross and net benefit amounts by month. (Remember for LIEAP YOU NEED THE GROSS INCOME BEFORE RECOUPMENTS.)

15. Press PF9 back to INME and start gathering information on the next client by beginning this procedure over again.

16. Press PF12 key (do not press enter) to get out of KAECSES system. Type in CESF LOGOFF. Press enter. This takes you back to the Welcome Screen.

    Remember:
    - Your security access is only to be used for inquiries. You can only view information, you cannot change case information.
    - You are subject to disciplinary action if you look up information on persons for reasons other than verifying applicant case information.
    - You will need some "hands-on" KAECSES training but this summary will serve as a guide after you begin working independently.

KAECSES CSE INQUIRY: Consult with supervisor for local procedures.

TO BEGIN THE INQUIRY PROCESS FOR BARI/BASI: Consult with supervisor for local procedures. These systems allow you to verify historical quarterly employment wages and unemployment compensation benefits.

KANSAS PAYMENT CENTER

Before Accessing Payment Information

Obtain the court order number and county in which court order was filed. The court order number is requested on the application. The information can also be found on the actual court order or stubs from child support checks.

Accessing Payment Records

Double click on the Internet Explorer icon on the computer desktop.

1. When Internet Explorer opens, the SRS home page will appear. In the toolbar under "Location" erase the current address and enter **www.kspaycenter.com**.
2. Once the home page of the Kansas Pay Center appears, this site can be book marked for future use. (Click on "Bookmark" on the toolbar. Then click on "add bookmark". The next time Internet Explorer is accessed, the Kansas Payment Center can be found under the bookmark file.)
3. On the home page of the Kansas Payment Center, click on "Payment Records".
4. Then click on the green bar that states "Search for a payment record".
5. 2 search steps are listed on the Payment Search Record page.

$ Step 1 is mandatory. Use the arrow key to select the county in which the court order was filed. Then enter the court order number. It is important to list the letter "D" in the court order number as upper case or lower case just as it appears on the court order.

$ Step 2 is optional. A time frame can be chosen to limit the search for payments.

$ See the examples below for entering the court order number correctly.

1. Once this information is entered, press the green "search" button.
2. The Payment Record Results page will appear which lists the payments paid on this court order.

Attached to this help sheet are pages that give a more detailed description of the payment records page.

Examples of Court Order Numbers

- Example 1: The most recent child support check stub lists DK91D*000165 under the court order. The DK stands for Dickinson county. Therefore, Dickinson county would be selected. Then under court order number the following would be typed: 91D 000165. A space should be left where the asterisk appears.
- Example 2: The court order number on this check stub is MN98D*00023. MN stands for Marion. Marion county would be selected. Then the court order number would be typed as follows: 98D 00023.

WESTAR ENERGY & KANSAS GAS SERVICE (KGS) ACCOUNT VERIFICATIONS

Westar Energy sells only electricity and KGS sells only gas. If a customer is served by both utilities, the customer receives separate bills reflecting the respective utility charges.

1. Verification of name, account number(s), and 3 month payment history can be accomplished by on-line inquiry via the internet. The internet site for Westar Energy accounts is: https://wrnet2.wr.com/ea/. The internet site for KGS accounts is: www.kansasgasservice.com.

2. Phone or FAX **should only be used if the internet is down.**

If you need to discuss account information with a Westar Customer Advisor, the following listing identifies their contact information and their geographic responsibilities. Although they have assigned geographic areas, any of the four can respond regardless of the location.

Customer Advisor	**Telephone Number**	**Email Address**	**Geographic Responsibility**
Dori Morrow	316.299.7536 1.866.515.0857 Ext. 1	Dori.Morrow@westarenergy.com	Allen, Anderson, Bourbon, Chautauqua, Cherokee, Coffey, Crawford, Elk, Greenwood, Labette, Linn, Montgomery, Neosho, Sedgwick, Wilson, Woodson
Pat Goodman	316.299.7542 1.866.515.0857 Ext. 2	Pat.Goodman@westarenergy.com	Butler, Chase, Cowley, Harvey, Kingman, McPherson, Marion, Reno, Rice, Sedgwick, Sumner
Sherry Hensley	785.587.2313 1.866.515.0857 Ext. 3	Sherry.Hensley@westarenergy.com	Clay, Cloud, Dickinson, Ellsworth, Geary, Lincoln, Lyon, Marshall, Morris, Ottawa, Pottawatomie, Riley, Saline, Wabaunsee, Washington
Patricia James	785.575.8269 1.866.515.0857 Ext. 4	Patricia.James@westarenergy.com	Atchison, Brown, Doniphan, Douglas, Franklin, Jackson, Jefferson, Johnson, Leavenworth, Miami, Nemaha, Osage, Shawnee, Wyandotte

If you are unable to contact these Customer advisors and it is necessary to obtain an immediate response, Westar's Customer Service Line is 800.383.1183 and in Wichita, the local number is 316.383.8600.

If you need to discuss account information with a Kansas Gas Service Customer Advisor, the First option for general inquiries is to contact them by email at **energyassistance@kansasgasservice.com**. If you have immediate concerns or if it is an ongoing case, the following listing identifies the contact information for the KGS Customer Advisors.

Customer Advisor	**Telephone Number**	**Email Address**
Dhonna Maas	1.877.750.0003 Ext. 3	dhonna.maas@kansasgasservice.com dmaas@kgas.com
Ruth Worman	1.877.750.0003 Ext. 1	ruth.worman@kansasgasservice.com rworman@kgas.com
Cindy Warren	1.877.750.0003 Ext. 2	Cindy.warren@kansasgaservice.com mnoller@kgas.com

There is also a toll free number for contacting these three customer advisors. It is 1.877.750.0003 and then Ruth is Ext. 1; Dhonna is Ext. 2 and Madelene is Ext. 3. If all other options have been exhausted to contact KGS, their Customer Service Line is 800.794.4780.

Situations which would require talking to utility staff would include obtaining consumption levels to determine if there is anyone living at the residence or to determine whether the electric consumption levels would be high enough to indicate that electricity is used for space heating.

ATMOS ENERGY

ATMOS Energy account and payment verifications can be accomplished by on-line inquiry via the internet at http://www.atmosenergy.com/cs/eaa/, rather than by phone. Effective with the 2009 season, ATMOS has requested that all inquiries and pledges be handled through their Amarillo Service Center. The contact information for the Amarillo Service Center is as follows: Amarillo EA Group Phone number (800)- 631-8466 Fax number - (877) 247-7188

Black Hills Energy

Black Hills Energy account and payment verifications can be accomplished by on-line inquiry via the internet at Energyhelp.BlackHillsEnergy.com, rather than by phone. Primary contact for inquiries other than through the internet will be through Black Hills' hotline 1.800.377.9119. Our primary contact at this number is Lori Krueger. **This number is set up specifically for agency use. It should not be shared with consumers or other non-SRS entities.** Email contact may be made to liheap@blackhillscorp.com .

DIRECT LIEAP PAYMENTS

More than half of Kansas LIEAP recipients are served with electricity or natural gas by either Westar Energy, Kansas Gas Service (KGS) or Aquila. To reduce postage, handling and other administrative costs, SRS makes payments directly to these large utilities using a *two-part* electronic exchange process. **The success of the payment process is directly affected by the accuracy of customer information entered into the system.** The computer exchange process is summarized below:

PART I - Eligibility Pass - During the application period, offices enter case information daily. These cases are "run" twice weekly and a notice of denial or eligibility is generated and mailed. Benefits are issued using one of the following methods:

A. One-party checks are generated to clients whose utilities are included in the rent or otherwise paid on behalf of the landlord.

B. One-party checks payable to the vendor for the benefit of the recipient are generated for those with heating fuel provided by a vendor other than Westar, KGS or Aquila.

C. Electronic transmissions are sent to Westar, KGS and Aquila on behalf of LIEAP clients who have their bill in an adult household member's name. These vendors have 5 days to return a transmission indicating accounts that could be identified and accounts that could not be identified using our client name and utility account number entered into the LIEAP eligibility system.

PART II - Direct Payment to Westar, KGS and Aquila - Soon after SRS receives the utility's "yes" or "no" response, a) SRS sends another transmission listing all "yes" accounts which the utility could identify, then b) SRS mails a check to the utility for all customers on that transmission. Westar, KGS or Aquila will post the payments to individual accounts within 5 days.

If SRS and the utilities are timely in meeting their deadlines, the LIEAP payments can be expected to be posted to the utility account within about two weeks from the time LIEAP staff originally entered the case.

If a client's name and account number do not match the utility's account information, SRS will issue a check payable to the vendor for the benefit of the household. The check will be sent to the household.

HOW THE RECIPIENT IS NOTIFIED

If the LIEAP benefit is paid directly to the utility, no check will be issued to the client. The recipient will be notified four different times that the LIEAP benefit will appear as **credit** on the utility bill:

1. Page 4 on the application provides the information in print.
2. The eligibility notice informs the recipient that the credit will be applied to the utility bill.
3. The utility bill will label the credit on the bill separately from other customer payments.
4. An insert in the utility bill will alert the customer that the bill reflects the LIEAP credit.

PROCEDURE FOR REPLACING LIEAP WARRANTS

1) WHEN THE INITIAL WARRANT WAS PAID TO THE WRONG VENDOR
and
THE BENEFIT LEVEL DOES NOT CHANGE
or
2) WHEN THE VENDOR CHANGES DUE TO A MOVE, ETC.
or
3)WHEN THE CLIENT NAME NEEDS TO BE CHANGED.

Plan on about a week to get the check replaced using this method.

Instructions:

1. Return warrant with a Case Inquiry Screen Print and attach a note indicating the name of the corrected vendor or client. Mail to SRS Payables - LIEAP, 8th Floor, Docking Building, 915 SW Harrison, Topeka, KS 66612. Keep copy of request in file for reference.

2. The Department of Administration will replace the warrant with a new one payable to the corrected vendor. The corrected vendor or client information will be updated to the Inquiry Screen. Payables will mail the warrant to the client unless otherwise directed by the local office.

PROCEDURE FOR REISSUING LIEAP WARRANTS

WHEN THE BENEFIT LEVEL CHANGES

(Because one of the five factors affecting benefit level is later determined to have been incorrect, e.g. new income has been found, or housing type was reported wrong, etc.)

This is a more complex type of reissuance. Plan on about three weeks to cancel the warrant off both the LIEAP system and the Department of Administration's payment records, and finally to reenter the new information to generate a new warrant.

Instructions:

1. Return warrant and an explanation to SRS Payables - LIEAP, 8th Floor, Docking State Office Building, 915 SW Harrison, Topeka, KS 66612.

2. Payables will cancel the incorrect warrant off the system and enter the correct information for the reissuance.

3. When the warrant is reissued, it will appear on the payment register and the warrant register. The warrant will be mailed to the client.

PROCEDURE FOR REPLACING LOST WARRANTS

Instructions:

1. Check the Inquiry screen or the warrant register to verify a warrant was actually issued to the client.

2. Check the State Treasurer's website: (http://kansasstatetreasurer.com/cgi-win/warrpage.kst) to determine if the warrant has been presented for payment.

3. If the warrant was issued, but the recipient has not received it, complete 3 copies of DA-6, "Statement of Lost Warrant". Follow these instructions:

   a. "Type" of warrant is LIEAP.

   b. Identify both recipient and vendor names.

   c. Record the warrant number and date of issuance as listed on the Department of Administration Warrant Register.

   d. Send two copies of the DA-6 to Payables Section at 915 SW Harrison, Docking State Office Building, 8th Floor, Topeka, KS 66612.

   g. If the warrant has been cashed by someone other than the client, Payables will send a copy of the endorsed warrant and an affidavit form to the local SRS office. If the client maintains that the endorsement is not his/her, the affidavit should be completed (See Procedure in General Services Policy and Procedure Manual File #3007).

   h. Accounts and Reports does not require a signature on the DA-6. The warrant replacement agreement is no longer needed.

DENIAL CODES AND MESSAGES

<u>IMPORTANT</u>: <u>REFER TO THIS SHEET AS YOU ASSIGN A DENIAL CODE.</u> Based on the denial code selected, the following message will appear on the denied household's notice. The denial messages appear in bold print below: The information in *italics* provides information to staff.

A = **Your household income exceeds the allowable income limit.**

B = **You did not provide proof of household income. If the application period is still open, you may reapply prior to the close of business on the last business day of March. You must provide proof of all income your household receives.**

C = **You did not make self payments on your heating fuel bill in the past three months. If the application period is still open, you may reapply until the last business day of March this year. You must do one the following: 1) Provide proof of heating fuel payments in two of the three prior months; 2) Make a payment that exceeds one-twelfth of your annual usage.**

E = **Your application has been withdrawn as you requested.**

F = **The application period for LIEAP ends on the last business day of March each calendar year. We received your application after the program ended.**

G = **Your household has already received energy assistance this year. You may receive energy assistance only once each year.**

H = **Your application was not complete. You did not provide the missing information we requested. You may contact the SRS Service Center listed above. We will explain what was missing. If the application period is still open, you may reapply by close of business on the last business day of March.** ***(Attn. Worker: Use this code when critical information, other than income or fuel payment information, is needed.)***

I = **No adult member of your household is legally responsible for paying heating fuel costs. If your vendor does not bill an adult member of your household, you must have the vendor put your name on the account. You may reapply if the application period is still open. The deadline to apply is the close of business on the last business day of March.** ***(Attn. Worker: If this is a reason for denial, do not use any other denial codes.)***

K = **(*Attn. Worker: This is a silent denial code. The LIEAP system does not generate a notice to the client. Use only when no other denial code is appropriate. Then send a local notice advising of the exact reason of denial. The local denial notice must include KEESM manual references and appeal rights.***

L = **Your household does not buy heating fuel directly from a heating fuel vendor for your current residence.** ***(Attn. Worker: Use this code for persons in public housing where the landlord pays heating bills, or persons who want to buy wood from a non-commercial wood vendor.)***

P = **Your household does not meet citizenship/alienage requirements.**

R = **You do not meet household definition requirements as you are a commercial business account.**

S = **Your application was submitted for an address at which you do not currently reside or you reside in a specialized or congregate living situation that does not meet the criteria for the LIEAP program. You may contact the service center above if you have questions about this. If the application period is still open, you may reapply by close of business on the last business day of March.**

T = **You did not make self payments on your heating fuel bill in the past three months that meet the minimum payment requirements..**

FAIR HEARINGS OR "APPEALS"

I. Claimant has right to fair hearing if:

A. Application is denied;

B. Application is neither denied or approved within processing time limit;

C. Payment is less than the household believes it should be; or

D. Payment will be for a lesser amount or duration than originally specified.

II. Other claimant rights

A. Right to review the case file;

B. Right to have hearing held in place reasonably convenient to the claimant;

C. Right to permit a representative to accompany him/her to the hearing;

D. Right to present oral and written statements and other evidence;

E. Right to have witnesses subpoenaed;

F. Right to cross examine witnesses; and

G. Right to bring an interpreter if needed.

III. Time limit for filing an appeal

A. No later than 30 days after date on the check if the concern is regarding the level of payment, <u>or</u>

B. No later than 30 days after the date of the eligibility notice if the concern is regarding ineligibility, <u>or</u>

C. No later than 90 days after the date of application if the concern is regarding timely processing of the application.

IV. A decision will be made within 60 days after the date of the request for a fair hearing.

APPEAL PROCESS

Appeal is filed by applicant using Agency's Appeal paperwork.

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Appeal is received by agency within 30 days from date on the check or denial notice; or within 90 days of the date of application if the concern is regarding timely processing.

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Local office sends LIEAP Appeal Summary to Central Office Appeals Section within 10 days of receiving of appeal.

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Fair hearing is conducted within 60 days of date of appeal.

Note: Appeal may be withdrawn by appellant, amended by agency, or decision changed prior to, or during hearing.

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Decision is rendered by Appeals Hearing Officer.

If decision is favorable to appellant, local office generates corrective payments.

OR

If decision upholds agency action, appealed action is put into effect and consideration given to recovering any overpayment made during appeal process.

↓

Either Agency or the applicant may appeal the decision to the State Appeals Committee.

The following clearances respond to frequently asked questions. The clearances provide procedural detail which is not covered in the more general policies of the KEESM.

A. APPLICATION PROCESSING PROCEDURES

1. **Question:** The applicant cannot use a benefit check payable to the vendor for his/her benefit because a large credit balance exists on the heating bill. What procedure is used to generate a one-party heating check to the household?

   Answer: If the applicant indicates that a credit balance over $200 exists on the heating bill, confirm this from the utility bill provided by the applicant. If the credit is actually over $200, a one-party heating check will be issued via the system with Question 8 on the application entered into the system as code B.

2. **Question:** An application is received complete except for signature. What procedure is correct?

   Answer: Return a <u>copy</u> of the application to the household with appropriate instructions. If the signed application is not returned by the applicant, deny the case.

3. **Question:** The application has spaces for signatures of multiple household members. Are the signatures of all adult household member really required?

   Answer: No, only one adult signature is actually required. That signature is of the adult household member whose name is on the primary heating bill. The additional spaces were provided in the hope that more adults would sign the application which will help reduce the time required to obtain authorizing signatures for employer verifications.

4. **Question:** An application is received at an SRS Access Point on March 29th but is not received in the SRS office until April 1st. Can the application be processed as a timely application?

   Answer: No, only applications received in an SRS office by the close of business on the last business day of March are considered timely and eligible for benefits. SRS Access Points are not to be treated as an SRS office for this purpose. The date of application will always be the date the application is actually received in an SRS office.

B. INCOME ELIGIBILITY

1. **Question:** Applicants often report their net Social Security (after Medicare Part B Premium is deducted), rather than the gross income. Must staff verify every Social Security recipient's income?
   Answer: Yes. Applicants are not required to prove their Social Security income since SRS has the capability to obtain this information and to provide ease of application to the elderly population. Verify the benefit with Social Security using the EATSS system.

   It is necessary to list all household members and their SSN on the LIEAP system if you want to inquire on them on EATSS. If the person and SSN aren't listed on LIEAP, you will not be able to make a Social Security request for that individual on EATSS.

2. **Question:** A LIEAP applicant sold her house the month of application. Are the proceeds from the sale to be counted as income?
   Answer: If there was an actual transfer of title, the transaction can be considered an asset conversion rather than income, i.e., the house was her property (her asset) and now it has been converted into her money (her asset). Since LIEAP has no asset test, the value of assets is not considered. If she places the money from the sale of the house into an interest bearing account, only the <u>interest</u> earnings would be counted. The sale of cars, furniture, or other household property (example, garage sales) is also considered as a conversion of an asset from one form to another.

3. **Question:** Are contract payments for the sale of real property considered conversion of an asset?
   Answer: No. Since transfer of title does not occur until the last contract payment is made, the installments are countable income.

4. **Question:** What period of time is used for farm and self-employment income?
   Answer: In processing self-employment cases, obtain assistance from an EES Supervisor or other designated person. If income is on the KAECSES system currently, this amount can be used if it is reflective of the current income.

5. **Question:** How do you determine interest when the interest statement does not reflect the current month?
   Answer: Use the bank's standard quarterly, semi-annual or annual statement which covers <u>any</u> period during the current or previous calendar year. Estimate this year's interest based upon the available information. For example, a February applicant could supply the 1099 Form showing interest earned during the previous calendar year. Divide that amount by 12 to obtain the monthly interest estimate. This procedure minimizes requests to financial institutions, bank charges, and shortens processing time.

6. **Question:** Are life insurance "dividends" considered as income?
   Answer: No. Dividends on insurance policies are technically returns resulting from "overpayments" of paid insurance premiums. Therefore, even if the dividend is issued in the form of a direct check to the owner of the policy, the amount is not considered income since it is a refund of the household's own money (asset).

7. **Question:** An applicant received a $4,500 lump sum SSI payment but $2,300 was deducted to repay SRS GA benefits provided pending decision regarding SSI eligibility. What part of the above income should be considered in determining LIEAP eligibility?
   Answer: Zero. All of the lump sum SSI payment is now exempt as income.

8. **Question:** Are children's wages countable income?
   Answer: **Wages** earned by children under l8 are exempt, unless the person is an emancipated minor (living on his own and legally capable of acting in his/her own behalf).

9. **Question:** A household includes a mother, two children, and a father who is away on military assignment. Part of his monthly earnings is deposited into a local bank account with the mother having access to the

funds. He receives the remainder of his earnings at his military location. Is his income countable?

Answer: Yes. Since the father is still a family member and only temporarily absent for purposes of employment, he is considered a household member and all of his income is countable. Documentation of military earnings can be obtained from the "Leave and Earnings Statement (LES)". Spouses of military personnel may obtain copies of the LES from the military finance office.

10. **Question:** A TAF client is having money withheld from her monthly benefit due to a prior overpayment. Do we consider the gross income prior to the overpayment deduction?

Answer: Yes, always count gross income.

11. **Question:** A household reports receiving an adoption subsidy on the application. Is this considered to be exempt income as it is for TAF?

Answer: Adoption subsidies are not exempt for LIEAP. The subsidy should be included when calculating household income.

C. ENERGY PAYMENTS

1. **Question:** An applicant made two $40 heating fuel payments in the same calendar month. Does this qualify as the "$80 for energy utilities in the past 90 days" required payments?

   Answer: Energy payments must have been made during a three successive month period. The payments considered may be any combination of payments to recognized energy vendors (Natural gas, electric, propane, and wood). If the multiple payments made during the three month period meet or exceed the $80, the household will be considered to have met the self-payment requirement.

2. **Question:** Can the application month be used as one of the three prior months for self payments?

   Answer: Yes. Use three successive months. This may be either the application month and the prior two months, <u>or</u> the three months prior to the month of application. Use whichever is to the <u>advantage</u> of the <u>applicant</u>.

3. **Question:** How should applicants be counseled if they have not made the required energy payments?

   Answer: Advise applicants to make a payment or combination of payments to energy vendors that total $80 and then reapply before the application deadline. If it appears the household will be unable to accomplish self-payments or if a disconnect situation is likely, refer the household to a community agency for energy assistance. Document in the case log any referrals or efforts to help applicants.

4. **Question:** A household applies in January but made only one payment on the heating bill in December. The worker processes the case in February. While waiting on the application to be processed, the applicant made a January energy payment. Can the January payment be counted as the second energy payment?

   Answer: Yes, if necessary to be considered to meet the $80 total self-payment requirement as long as the second payment is in one of three successive months. If the December payment was at least $80, the January energy payment is not necessary for the applicant to be considered to have met the self-payment requirement.

5. **Question:** An applicant recently moved and has not received the first energy bill. Is the household exempt from the self-pay requirement?

   Answer: No. Any heating energy payments made during the three prior months may be counted, even if the vendor paid is not the current vendor. If the household did not owe for heating energy during all or part of the three prior months, it is exempt from the energy payment requirement during the month(s) when there was no energy bill.

6. **Question:** If the applicant lived in another State during the prior three months, must the energy payment requirement be met?

   Answer: No. If the applicant can document recent residency in another state, (i.e., another state's drivers license, medical card from another state), waive the self-payment requirement.

7. **Question:** An applicant applied on January 27, having recently moved on January 10 from a house with natural gas heat to a house which uses propane. On January 11 he had an $l45 load of propane delivered (which he says will probably last about a month) for which he paid $45 cash on delivery and charged the balance. A large natural gas bill also remains from his old residence, but he did not pay on the natural gas or electric bill during October, November, December or January. Does the applicant meet the self-pay requirement?

   Answer: If the applicant had paid on the natural gas or electric bill during the prior three months he could use that payment as the second required payment. Since this applicant did not pay the natural gas or electric provider, request that he make another $35 energy payment which when combined with the earlier payment of $45 would equal $80 which is the standard for one month’s use.

8. **Question:** Application was made January 15 by a household living in an electric heated house. In the prior three months they lived in a gas heated house. Electric payments were provided for November and December. They made no gas payments in the prior three months. Has the energy payment

requirement been met?

Answer: Yes, because electricity was the primary heating fuel on the date of application and electric payments were made in the prior three months.

9. **Question:** Utility and farm Co-op billings often include charges for purchases other than energy, i.e., water, sewer, trash, fertilizer, appliances. Payments made on account are routinely posted against the oldest charges. Do self-payments on these billings fulfill the energy payment requirement?

Answer: Yes, if the correct number of client payments were made on a merged billing, they satisfy the self-payment requirement for LIEAP.

D. ENERGY VULNERABILITY REQUIREMENT

1. **Question:** A renter lives in *subsidized* housing which is heated by natural gas; the cost of the gas is included in the subsidized rent. The renter does have his own electric bill and electricity is a secondary heating fuel. Does the renter meet the energy vulnerability requirement based upon responsibility for payment of the secondary fuel?

   Answer: No. The <u>heating</u> vulnerability test is based on the household's purchase of <u>primary</u> fuel costs, not secondary fuel costs. He has no primary heating costs, because his rent is subsidized and the heat is in the rent. Therefore, he is not *vulnerable* to the costs of primary heating costs.

2. **Question:** An applicant heats with wood that he cuts from his own timber. He supplements the wood system with portable electric heaters in the bedrooms. Is this applicant energy vulnerable?

   Answer: No, because he is not vulnerable to primary heating costs.

3. **Question:** When more than one heating fuel is used, how does the worker determine which one is primary?

   Answer: The predominately-used fuel should be considered the primary fuel. The following procedures address example situations:

   <u>Case #1</u> A farmer uses a wood burner to heat the living area, built-in kerosene heaters in the kitchen, and two electric wall heaters in the bedrooms. There is no predominately-used fuel, as all fuels are used about <u>equally</u>, all are built-in to the dwelling, and the farmer is energy vulnerable for all three fuels.

   Procedure: Select the fuel type/benefit of the lowest dollar amount.

   <u>Case #2</u> Another farmer uses a wood stove to heat one room, and cuts his own wood. He also heats several other rooms with kerosene and electric heaters.

   Procedure: Since he's not vulnerable to wood costs, use the lowest benefit between kerosene and electricity. If he wants the two-party check paid to an alternate vendor, pay the lower benefit, but pay the vendor of his choice (these must be keyed in by an area supervisor).

   <u>Case #3</u> An applicant is without gas service due to a delinquent balance of $477. She is currently heating with an electric heater and indicates on her application that electricity is her primary fuel.

   Procedure: The primary fuel is natural gas. If you are unsure that a house has electric heat: 1)Check fuel type claimed on last year's application, or 2)call the <u>gas</u> utility to determine if they owe any gas bills (even if currently disconnected).

   <u>Case #4</u> An applicant heats with a combination of electricity and solar.

   Procedure: Solar systems operate effectively in spring and summer when the sun is positioned higher in the sky and when there are fewer clouds. But solar space <u>heating</u> systems rely heavily on electric back-up systems in winter. Therefore, identify **electric as the primary** heat system and solar as the secondary system.

4. **Question:** An applicant is heating with electric heaters. A gas furnace is built in but the gas has been disconnected. He wants an electric benefit payable to the electric company. Is this allowable?

   Answer: The primary heating <u>fuel</u> is based on the heating <u>system</u> built into the house which is gas. If the applicant does not owe the gas provider, or if all of the balance due to the gas provider is 36 months old or older, issue a gas benefit if lower than the electric benefit paid to the electric company (must be keyed in by the area supervisor). If the applicant owes an outstanding gas bill that is less than 36 months old, and self-payments were made to the gas company, pay the gas vendor.

5. **Question:** A built-in gas furnace has been "red-tagged" by the utility as unsafe, meaning that the utility will not connect fuel to the furnace. Should gas still be considered the primary fuel?

   Answer: In this case the disconnection was not done at the customer's request or due to an unpaid balance. After confirming with the utility that the furnace is red-tagged and won't be connected by the utility, change the primary fuel code to whatever fuel the client is currently using.

6. **Question:** Residents of Welda and Colony, Kansas pay only 0-l0% of their Kansas Gas Service costs, with Williams Natural Gas Company (the wholesale pipeline carrier) paying Kansas Gas Service for the remainder of the residents' bills. Are these households energy vulnerable?

Answer: Since most of the energy costs are paid by someone other than the household, they do not meet the energy vulnerability requirement and should be denied on that basis. **Not all residents of Welda and Colony qualify for the Williams subsidy.** The utility bill indicates whether the household receives discounted gas. The worker should contact Kansas Gas Service if there are questions.

7. **Question:** The applicant's fuel account is in the name of the applicant, but he wants his benefit split between two vendors, but the secondary fuel account is in the name of someone other than a household member or the landlord. Should the worker split the payment to the secondary fuel?

Answer: No. Do not pay a benefit if the utility/vendor account is not in the name of an adult household member. In this particular circumstance, the worker should advise of the need to 1) put the secondary fuel account in the applicant household's name, or 2) have 100% of the benefit payable to the primary fuel account.

8. **Question:** An elderly widow wants to keep her utility bill in her husband's name. How can she qualify for LIEAP?

Answer: In order to qualify, she must be responsible for her energy purchases, thus the utility bill must be in her name (***or*** her initials, e.g., E.K. Brown instead of Edna K. Brown).

9. **Question:** The applicant's fuel account is identified by the utility vendor to be a commercial account. The applicant insists that the account is for their residence. Should the worker approve the benefit?

Answer: LIEAP benefits are intended for residential households only. We must rely upon the utility to identify instances where the account is considered commercial. As long as the utility vendor identifies the account as being a commercial account, we must deny the application. The applicant may work to with the utility to change the status of the account and then reapply but benefits must be denied as long as the account is identified as being a commercial account by the utility vendor.

E. HOUSEHOLD ISSUES

1. **Question:** Sometimes, two or more TAF "households" live together to share living expenses. The TAF Program defines them as separate households but LIEAP defines them as one household. Why is the LIEAP household definition different?

   Answer: TAF provides cash to cover food and basic costs which increase with the number of people. LIEAP pays for space heating which does not increase significantly with increased persons living in the space. Therefore, only one energy benefit is appropriate regardless of how many share the heated space. The following situations are examples of a single LIEAP "household":

   a. Two persons living together and sharing the same heated environment (even though they may keep their money separate or only one member pays for the fuel);

   b. An adult son living with his parents (even though he keeps his finances separate and does not help pay for fuel);

   c. An elderly parent living with adult children (even though finances are kept separate).

   <u>Commercial</u> room and board arrangements are <u>exceptions</u> to the definitions of household. To document that a situation qualifies as "commercial" obtain l) previous income tax statements reflecting <u>rental</u> <u>income</u> from that property, or 2) media advertisements for the purpose of renting the unit. In such documented cases, the landlord and the tenant are considered separate households.

2. **Question:** When an applicant lives in a commercial “room and board” arrangement, what housing type should be used in determining the benefit level?

   Answer: Use the apartment benefit, since the boarder's rent includes heat for only one or two rooms...certainly not the whole house.

3. **Question:** Application is made by two individuals sharing an apartment. Two other roommates were recently deployed on a military assignment. Because all four roommates signed the lease, the absent soldiers are paying their share of the rent until new roommates are found. Are the absent soldiers counted as household members?

   Answer: If the soldiers a) are not part of a family unit, and b) do not intend to return to the address, they are not considered "household" members for LIEAP. If they intended to return, they would be considered household members and their income would be counted in full.

F. ADJUSTMENT OF BENEFITS

1. **Question:** What are "willful" errors?
   Answer: Willful errors are committed intentionally by the applicant to falsely create eligibility or increase benefit levels. Common willful errors include not reporting earnings or not reporting a household member to avoid reporting that person's income.

2. **Question:** How should willful and non-willful errors be handled?
   Answer: Make notes on the application in the margins if verification has found information provided by the applicant was not actual. If the benefit has already been issued and it was higher than it should have been if the newly discovered information had been known, an overpayment has been made. When an overpayment is identified, complete overpayment form and send to the area supervisor to enter in the system (clip a copy of the recoupment to the inside front of the file to alert staff in subsequent years).

   If a case is determined to be a *willful* error, also refer the case to Fraud but do <u>not</u> inform the recipient of suspected fraud.

G. VENDOR ISSUES

1. **Question:** Some energy vendors, e.g. city-owned utilities and cooperatives, sell services and goods such as water, trash hauling, fertilizer, seed, or appliances. May LIEAP benefits be applied against these non-energy purchases?

   Answer: No. According to federal law, LIEAP benefits may be used only for energy or related costs. Therefore, if the LIEAP benefit is applied to an account reflecting energy and non-energy charges, the LIEAP benefit must reduce only the energy charges.

2. **Question:** A local helping agency requested a list of LIEAP recipients. May staff share applicant/eligibility lists?

   Answer: No. Do **not** provide non-SRS staff with lists of LIEAP applicants/recipients. Release of such confidential information could result in legal problems. You may provide individual case information and benefit levels if needed to help determine their eligibility for other types of assistance. Every effort should be made by staff to maintain good working rapport with community agencies, utilities and other fuel vendors. Cooperation with helping agencies is vital to the success of LIEAP.

3. **Question:** What should a vendor do with a LIEAP credit balance when a recipient discontinues utility service?

   Answer:
   A. If the vendor knows the customer's forwarding address, the vendor should refund the credit balance to the recipient.
   B. If the vendor does not know where the customer moved, the vendor should return the credit balance to: SRS, Payables Section, DSOB, 8th Floor, 915 SW Harrison, Topeka, KS 66612.
   C. If the vendor knows that the customer died and no instructions are provided regarding an estate, the credit balance must be refunded to SRS at the above address. If the vendor is advised by the estate, the vendor should refund the credit balance to the customer's estate.

4. **Question:** Are utilities allowed to disconnect customers in the winter?

   Answer: Utility disconnect policies vary widely. Some utilities are regulated by the Kansas Corporation Commission and must comply with KCC's "Cold Weather Rule". The non-regulated utilities, which are primarily city-owned, may not be subject to KCC regulations and maintain their own disconnect policies.

   If any client believes that a KCC-Regulated vendor is not operating by the terms of the KCC Cold Weather Rule, or if they have questions, <u>they</u> may call KCC's Public Information Office at l-800-662-0027. LIEAP staff may also call the number and provide the KCC with the name, address, and telephone number of the person having a question or complaint. KCC staff will call the individual and consider what action is appropriate. LIEAP staff should supply <u>no</u> other information about the client's complaint. <u>Let the customer explain</u> the complaint to the KCC. If SRS staff have complaints or concerns about utilities, please call LIEAP policy staff in Central Office.

5. **Question:** A LIEAP applicant purchased her entire winter wood supply last summer when prices were lower. She doesn't want her LIEAP check paid to the wood vendor since she doesn't want to purchase any more wood and is concerned that the wood vendor could go out of business and keep her LIEAP credit. Can we issue the LIEAP benefit as a one party check?

   Answer: To ensure that the benefit is used for fuel, the check will be payable to the vendor but sent to the client. Advise her that the check is good for one year and she may wait for up to twelve months to use it. If the wood vendor goes out of business, SRS will cancel the check and reissue it to another wood vendor upon request.

6. **Question:** An applicant requests the heating benefit be split between the gas and electric utility. However, the utility stub indicates that electricity and gas are provided by the same vendor. Is there any reason to split benefits for this household?

   Answer: No. Some vendors sell both gas and electricity. Split the benefit only if there are two different vendors.

7. **Question:** What is the purpose of the 18 or 10 digit account number for households served by Kansas Gas

Service and Westar?

Answer: The account number is used for two functions:

a. Direct payment is sent to the client's utility account if the account name and number on the LIEAP system exactly match the name and account number on the utility's system.

b. Gas and electric consumption is collected using the utility account number. The consumption data is provided to Weatherization agencies to target Weatherization to high energy-consuming households.

8. **Question:** After the benefit is applied to the client's Westar or Kansas Gas Service account, the worker discovers that an overpayment was made. Can SRS get the money back?

Answer: SRS has a written agreement with both of these large utilities, that if there is <u>unexpended</u> credit remaining at the time the overpayment is identified, the utility will return the credit balance (it may not be the entire LIEAP benefit). Immediately after discovering an overpayment, the worker should 1) make a request to the utility for refund of any remaining credit (document the request in the case), and 2) send an overpayment form to your supervisor for any difference between the overpayment amount and the amount being refunded by the utility.

Example #1: By the time the worker identifies that an overpayment of $280 was made, only $80 credit balance remains on the utility account. The worker should 1) ask the utility to refund the $80, 2) set up an overpayment for $200 by sending a completed Recoupment Maintenance form to your supervisor for data entry, and 3) refer the case to Fraud, if appropriate.

Example #2: The overpayment is $280 but when the worker identifies the overpayment, no unused credit remains on the account. The worker should 1) set up an overpayment by sending a complete overpayment form to your supervisor for system entry, for the full $280, and 2) refer to Fraud, if appropriate.

9. **Question:** SRS learns that a LIEAP recipient died and that there are no other household members to use up the LIEAP credit already on the utility/fuel bill. What should be done about the credit balance?

Answer: The worker will notify the vendor and request refund of the credit balance, noting the request in the file. Exception: If the credit balance is property of an estate, the vendor must refund the credit balance to the executor or administrator of the estate.

10. **Question:** The City of Burton refuses to credit a LIEAP Warrant to the recipient’s utility account until the month following receipt. What can be done to prevent them being assessed a late charge?

Answer: LIEAP recipients living in the City of Burton should be issued single-party warrants payable to the LIEAP recipient. Note: Follow the same procedures as those established for instances where the utilities are included in the rent. Recipients should be counseled to deposit the warrant in their personal checking account and then make their utility payment to the City of Burton with a personal check.

H. ISSUING/MAILING OF BENEFITS

1. **Question:** How often are benefits mailed from Topeka?
   Answer: Central Office currently processes payments twice weekly, on Tuesday and Friday nights. Eligibility notices are mailed the next day. Checks will be mailed within 2-3 days. The direct payments to Kansas Gas Service and Westar takes about 10 days to complete. If the utility is unable to match the LIEAP information to the account number, a check will be issued by SRS and mailed to the client.

2. **Question:** What is the process if a family owns their mobile home and pays lot rent which includes the energy costs?
   Answer: The household needs a one-party benefit to help pay the rent which includes energy costs.

3. **Question:** What special procedures are implemented in energy related emergencies?
   Answer: If an applicant has received a disconnect notice (for either primary energy or supplemental energy) <u>or</u> if the utility confirms that a 48 hour or less disconnect order has been issued <u>or</u> that additional payment must be received in order to retain service, give the case priority in processing, according to these procedures:
   a. Immediately determine eligibility assuming application is complete and income is verified.
   b. Notify the household of the benefit amount and the anticipated date of issuance. If the emergency is with a secondary supplier of heating energy, recommend that the benefit be split to allow half of the benefit to be paid on secondary energy costs. Notify the utility of the pending payment amount. Use these priority procedures even though a) utility staff indicate that they won't be disconnected due to cold weather rule protection (it could warm up and utility management could decide to start disconnecting), or b) the LIEAP benefits may not be sufficient to prevent disconnection. Note: This are important cases because <u>federal law specifically requires expedited action on crisis cases</u>.
   c. If data entry is done in another office, FAX the application to the designated Area Office for priority processing.
   d. Clearly mark "priority". Notify staff of the need for <u>immediate</u> processing.
   e. Make necessary referrals to other helping agencies.

4. **Question:** How is a lost warrant replaced?
   Answer: If a warrant has been mailed, but the recipient did not receive it, submit a **Statement of Lost Warrant (DA-6)**.

5. **Question:** What should be done if the check was paid to the wrong vendor?
   Answer: Do <u>not</u> write "cancel" on the warrant! Return the warrant and a copy of the Eligibility screen to Payables Section, DSOB, 8th Floor, 915 SW Harrison, Topeka, KS 66612. Attach a note requesting a **replacement check** and identify the correct vendor. Depending upon the utilities' rates, the benefit level may change. If the benefit increases a supplemental may be issued for correct vendor, but if benefit decreases must be done through payables. NOTE: Canceling and replacing warrants are two entirely different processes.

6. **Question:** What is done if an applicant dies before the case is processed?
   Answer: If the deceased was the only household member, deny the case. If there are other household members on the application, enter the case using another adult household member as the case head.

7. **Question:** What is done if an applicant dies after the benefit is issued?
   Answer: If there were other household members, return the check to central office with a memo asking that the payee be changed to another household member. If the LIEAP recipient was the only household member, return the check for cancellation <u>unless</u> a court appointed administrator or executor comes forward who case legally endorse the benefit over to the estate.

8. **Question:** Mr. Brown applied for LIEAP while living with his wife and children. When the check arrived, Mr. Brown had left the household. How can Ms. Brown use the check to pay their utility bill without his

endorsement?

Answer: Have the check reissued payable to the wife.

9. **Question:** Mr. and Mrs. Smith separated prior to receiving the LIEAP benefit. He used the check at his new address since it was made out to him. Is Mrs. Smith eligible on her own behalf?

Answer: If the utility verifies that the LIEAP check has been applied at his new address, the wife may apply on her own behalf in her new household situation but she must put the bill in her name. Document both case files indicating that two payments were made, and the reason, so that it is not later misidentified by auditors as a duplicate payment.

10. **Question:** Can warrants be reissued after the application period ends?

Answer: Yes. Warrants may be reissued to new vendors, canceled, replaced or adjusted any month of the year. Local offices must initiate the action, by sending the request to Payables Section. Always make note of the correction request in the case file.

I. ADMINISTRATION/COORDINATION WITH OTHER OFFICES AND AGENCIES

1. **Question:** What procedure is used when LIEAP staff are unable to answer a client's LIEAP question?
   Answer: In order to avoid giving clients the "runaround", staff taking a call should follow it through until the situation is resolved. This applies whether the caller simply wants an application mailed to his residence, or has a question or problem.

2. **Question:** What should staff do if a client wants to appeal?
   Answer: Do ***not*** try to discourage the person from appealing. Give them a Request for Administrative Hearing form to complete. The worker will complete a separate form providing basis for the Agency's action. Send both forms to the Administrative Hearings Section at the address of the form. Send a copy to LIEAP policy, EES, 915 Harrison, Suite 580, Docking Building, Topeka, KS 66612.

DO'S AND DON'TS FOR LIEAP WORKERS

1. Do always be courteous to applicants and recipients. If you encounter an upset applicant or other difficult situation, ask your supervisor to assist.

2. Do always be appreciative of outreach workers. They provide program information to our clients with no reimbursement from the LIEAP program.

3. Do refer media reporters to the SRS Office of Public Information.

4. Do try to help people understand how to meet eligibility requirements.

5. Do offer to send people an application and advise them of the correct mailing address so they don't have to make an unnecessary trip to the SRS Office.

6. Do make all requests for additional application information, in writing, and send as soon as possible. You may talk to an applicant on the phone and explain what is needed, but always follow up in writing.

7. Do maintain complete records which are easy to read and understand. Keep a log of conversations and telephone verifications. Remember that your work will be audited after a year or more has passed. Case judgments and decisions, may be questioned or found to be in error, if you do not leave a good audit trail.

8. Do review with the LIEAP supervisor, all cases having self-employment income or any questionable information that you are unsure of how to handle. When in doubt, ask questions.

9. Don't process your own LIEAP application, nor a relative's application. Consult your supervisor.

10. Don't divulge confidential case information. Conversations regarding case information should be limited to that which is necessary to determine eligibility or to inform the vendor regarding the benefit level and expected date of issuance. Do not discuss case information with your friends or relatives, etc.

11. Don't give callers the "run-around" by referring them to the toll-free number or another worker for information. Follow each response through until the request is complete.

12. Don't tell an applicant to "call back in a few weeks if he doesn't hear anything about his eligibility". Instead, CONFIRM receipt of the application in the office, and provide information its status.

13. Don't erase, white out, or cover information provided by the applicant. If verifications indicate incorrect information, make notations in the margins or case log. Note the source of the verified information and initial the changes. This is important if the case is appealed or audited.

14. Don't use the State unemployment system or any other state systems for personal use of any kind. Do not give your sign-on codes to anyone else or leave your terminal unattended. Violations of the above will be investigated and could result in disciplinary action or prosecution.

15. Don't ask a wood or propane supplier to deliver fuel based upon the anticipated LIEAP benefit. Likewise, do not ask a utility to reconnect or hold off disconnection, based upon an anticipated LIEAP benefit. SRS mails the benefit to the recipient and cannot be responsible to the vendor for payment if the LIEAP recipient does not give the vendor the check.

CASE SCENARIOS

Directions: Answer the following eligibility questions for each situation.

Problem #1

Application was submitted on January 22. Betty Miller is listed as the list person on page 1 and Betty is the only household member who signed the application. Other HH members are Betty's son, John, and John's wife and their 3 children. Betty receives $900 per month social security. Her son earns $1,900 per month and receives $100 per month reimbursement for mileage reimbursement from his employer. The household made payments of $200 and $150 on the gas bill in November and December. The heating fuel bill is in John's name.

1. What is the household size and countable income? *Six / $2800*
2. Is the household income within the allowable limit? *Yes*
3. Is the household energy vulnerable for heating assistance? (Household has a natural gas bill, so it's okay to assume gas is the heating fuel.) *Yes*
4. Did the household meet the self-payment requirement? *Yes*
5. Is the household eligible for heating assistance? *Yes*
6. Are there any procedures that must be completed by staff prior to approval? Explain.
   (1) Delete Betty's LIEAP case from the LIEAP system;
   (2) Register new case in the system under John's name;
   (3) Create a paper folder with John as case head (or use existing folder for John if there is one).
   (4)Request that John sign the application or a copy of the signature page (his signature is required since the heating fuel bill is in his name).

Problem #2

Application submitted on Jan 30 by Mr. and Mrs. Nelson. Their utility costs are included in rent (unsubsidized). However, if gas consumption exceeds $50, they must pay the excess to the landlord. They paid rent in the last three months but did not have excess gas usage during those months. Their combined social security income totals $1000 monthly.

1. What is the household size and countable income? *Two / $1000*
2. Income within the allowable limit? *Yes*
3. Energy vulnerable? *Yes because heating costs are included in unsubsidized rent*
4. Self-payment requirement met? *Yes, using rent payments because heating is included in rent.*
5. Eligible for heating assistance? *Yes*
6. Will the agency need the landlord's utility account number for the address? *No*
7. Are there any procedures that must be completed by staff prior to approval?
   (1) Verify the name of the landlord's gas vendor. Vendor ***ID# is*** *required on DEEL*
8. How can we prove there is a bona fide landlord-tenant relationship? *In cases where heating is included in rent or the household pays a bill that is in the landlord's name, you must confirm that the "landlord" is bona fide (and not just another household member or a friend whose name is on the bill). Unless it is a known "included-in-rent" address, use the county appraiser to identify the owner of the property and the owners address. If you find that the owner lives at the address, the eligibility determination will need to include the owner's information/income. If the owner is not the landlord listed on the LIEAP application, further investigation is needed.*

Problem #3

Application was received in January from Mr. and Mrs. Smith. They made the required gas heating payments. The bill is in Mrs. Smith's name. He earns $1200 a month, and they withdraw $100 monthly from their IRA.

1. What is the household size and countable income? *Two $1200*
2. What is the heating fuel; and how was this determined? *Gas; we verified that the bill is in an adult household member's name for the current address.*
3. Is the household energy vulnerable and was the self-payment requirement met? *Yes / Yes*

Problem #4

Application was submitted on January 28 by Nancy Jones. The following household members are shown on the application: Nancy's daughter, Sue, age 17, birth date January 29 and Nancy's mother, Jane. Gas bills provided with application show $20 paid in the December and $30 in November. The worker learns from the utility company that the average monthly gas charges in the last year were $40. The applicant reported UC income of $325 for the month. The worker verified that child support has been deducted from the UC benefits, reducing $400 UC benefits to $325 monthly. Jane wrote that she receives $975 social security on the application. Worker verified Jane's SSA increased to $1000 with an effective date of December 1.

1. What is the household size and countable income? *Three / $1400*
2. Is the household energy vulnerable for heating assistance? *Yes (gas bill in HH name.)*
3. Is the household eligible for heating assistance? *No, not at this point. They haven't met the self-payment requirement unless payments were "the amount due for the month". Need to deny the application or send a request for information allowing the household a ten day period to make sufficient payments.*
4. Was the worker's contact with the utility company needed? *Yes. Information in the case file does not prove that the HH has met the self-payment requirement by making heating payments in 2 of 3 successive months because the payments do not meet the minimum standard unless they each paid the balance due. So, the call should be to gather information about whether the $20 and $30 paid the amount due for the months.* We no longer call vendors to get "average monthly charges" because the average is deemed to be $80.
5. What is the age/income issue to keep in mind in this scenario? *Sue is considered an adult because she will be age 18 in the month of application. Wages of adults are countable. At minimum, we need to ask the household and check BASI/BARI to determine if Sue has wages.*

Problem #5

Application was received January 27 from Mr. Wood (80) who receives $1000 monthly from Social Security. The heating system built into the house is a gas furnace, but he has been using two wood fireplaces for the past few years due to high cost of gas heat. He has a gas water heater. He has no past due charges on his gas account and the gas vendor verified that Mr. Wood's gas consumption is too low to be heating with gas. Mr. Wood wants the LIEAP check made payable to his wood provider. He has provided receipts from the wood provider from last winter, indicating that he has not purchased wood since last March.

1. What is the household size and countable income? One / *$1000*
2. Is the household energy vulnerable for heating assistance? *Yes*
3. What is the primary heating fuel? *Natural Gas*
4. Can we make a payment to the wood vendor? Explain: *Yes. Gas is the primary heating fuel, but we can split the benefit equally between the gas vendor and the wood vendor.*

Problem #6

Application was received from a woman living in a Section 8 subsidized housing unit. She receives $960 social security monthly. She has a CD that draws $50 a month interest. She indicated her gas is included in her rent and that she has a Westar electric bill in her name. After the worker noticed that she lived in subsidized housing, he learned from the landlord that the landlord pays for the gas. Then the worker called the electric utility and determined that she paid electric costs in each of the prior three months.

1. What is the household size and countable income? *One / $960 (interest of less than $50/mo is exempt)*
2. Is the household energy vulnerable for heating assistance? *No, client is not responsible for heating costs. Gas costs are included in rent which is subsidized, therefore the client is not vulnerable to the rise and fall of heating costs.*
3. Is the household eligible for heating assistance? *No.*
4. Was the worker's call to the electric company necessary? *Yes, because any energy payments made during the time period under consideration can count towards the self-payment requirement.*

Problem #7

Application was received from Mr. and Mrs. Kobo and their 3 children. Mr. and Mrs. Kobo do not meet citizen/alienage requirements, but their three children were born in the United States. The Kansas Gas Services bill is in Mr. Kobo's name. Mr. Kobo receives $1200 per month wages and Mrs. Kobo receives $350 per month wages. The application is marked that they have made payments totaling $80 or more in the last 3 months.

1. What is the household size and countable income? *Three / $1550*
2. Is the household energy vulnerable for heating assistance? *Yes*
3. Is the household eligible for heating assistance? *Yes*
4. In this situation should we verify that self-payments have been made? *Yes, self-payments must be verified for every approved case.*

SRS APPEAL SUMMARY

Instructions: Staff complete the following information when a LIEAP applicant/recipient wishes an appeal of action (Form AH 1105). Attach references which support agency action. Send to: Office of Administrative Hearings, 1020 S. Kansas Ave., Topeka, KS 66612.

I. Identifying Information

Appellant's Name: ___________________________________

Address: ____
Street

____
City State Zip

Sex: __________

Age: __________

Race: __________

<u>Household Members</u> <u>Birth Date</u>

Telephone Number: ( ) _______________________________________

Type of Assistance:____

Date: ____

Other Pertinent Information:

II. Local Staff Representing Agency at Hearing (Job Title and Name):

III. Exact Statement of Appellant:

IV. Agency Action:

Basis for Agency Action:

References:

cc: LIEAP Policy, Suite 580, Docking State Office Building, 915 SW Harrison,
Topeka, KS 66612

FORM LETTERS

Each area may develop their own form letters to assist in effectively communicating with banks, landlords and clients for verification purposes. The following pages in this Section provide examples of letters used by several SRS Offices. Use them to develop your own locally specific letters. Note: Previous years' form letters should be reviewed for accuracy.

SAMPLE INFORMATION NOTICE FORMAT

Kansas Department of Social and Rehabilitation Services
Name of Local SRS Office
Mailing Address

TO: ______________________________________ DATE: ____________________
Applicant's Name

Applicant's Address

City State Zip

This office has received your application for Low Income Energy Assistance (LIEAP). The information checked below is needed in order to determine your eligibility.

___ Provide proof of payment on your heating energy bill during two of the past three months. Proof could be a cancelled check, a stamped "PAID" receipt from the vendor, or a record of payments provided to you by the fuel vendor.
___ Provide the following information about the person whose name is on the heating fuel bill:
Is this person a household member?____
If not a household member, what is his/her relationship to you?________________________
Provide this person's address and phone number.____________________________________
___ Provide proof of the gross income of all persons l8 years and over living at your address (before taxes and other deductions). Proof includes pay stubs or a signed statement from employer.
___ Provide a statement from your landlord that your unsubsidized rent includes your payment toward heating energy costs.
___ Provide proof of amount received from child support and/or alimony.
___ Provide social security numbers for all adult household members.
___ Provide proof of interest income. Proof may be monthly, quarterly, or annual statements from the financial institution.
___ Provide birth dates for __________________________________.
___ Other information needed: ____

Failure to send the requested information by ____________________ will result in denial of your application for Low Income Energy Assistance.
If you have any questions, call ________________________(LIEAP Staff) at _____________________(Telephone Number).

Kansas Department of Social and Rehabilitation Services
Name of Local SRS Office
Mailing Address
Phone Number

NO INCOME STATEMENT

I,____________________________ being an adult and living in a household applying for the Low Income Energy Assistance Program, do state that I have NOT received income of any type or from any source during the period ____________________ through _____________________.

_________________________________ ________________________________
Date Signature

Name and Address of Last Employer _________________________________

____

Last Date Worked _________________________________

Date Last Pay Received _________________________________

Kansas Department of Social and Rehabilitation Services
Name of Local SRS Office
Mailing Address
Phone Number

EMPLOYMENT INFORMATION REQUEST

TO:______________________________ RE:_______________________________

SSN:

The above named person has applied for assistance with our agency. It is our understanding that he/she is employed or has been employed by you. The information marked below is necessary to determine eligibility. If you have any questions, please contact me at: _________________________.
Your cooperation in returning this within the next seven days is appreciated.

____ __________________________
CASE WORKER DATE

Address:

------- Dates of employment: from___________________to

------- Reason for termination: (circle) Quit -Fired Lay-off
Why?

------- Rate(s) of pay: (please include bonus) $ ________ per

------- Number of hours scheduled to work per week:

------- How often paid? (circle) Daily Weekly Every two weeks Twice per month
By the job Other:

If paid weekly/every two weeks:
1) What day of the week paid?
2) When does the pay period end?

If paid monthly/twice per monthly)
1) What date(s)? _______________ & _______________
2) When does the pay period(s) end? __________________

------- Please complete the earnings report on the back. Please indicate if there was any vacation, sick, severance pay included in the amounts.

------- Signature of person providing this information: _________________________________

Date:___________________

Kansas Department of Social and Rehabilitation Services
Name of Local SRS Office
Mailing Address
Phone Number

LANDLORD INFORMATION REQUEST

TO: ______________________________ DATE:
____
____

______________________________ has applied for energy assistance under the Low Income Energy Assistance Program (LIEAP). In order to determine the applicant's eligibility, your cooperation is needed by completing the requested information.

____
Name
____
Phone

1. Is the individual listed above residing at the address they show? (Yes) (No)
   a. How long has he/she been residing at this address? ___________ (Yrs) ________ (Mos)
   b. How much rent did he/she pay during each of the past 3 months?
   ______________________ ______________________ ______________________
2. Are utilities included in the rental charges? (Yes) (No)

3 . Does the resident pay utility surcharges to you from a utility bill in your name? (Yes) (No)
   If yes, how much surcharge did they pay during each of the past 3 months?
   ______________________ ______________________ ______________________

4 . How many people are residing at **the** above address, including the applicant? __________
   List the name of all individuals residing at this address (include yourself if you are residing with the individual listed above).

5 . Circle the situation that best describes **where** the applicant **lives.**
   a. One family house not attached to another .
   b. Duplex or house divided into 2 units
   c. Apartment or house divided into 3 or more units
   d. Mobile or modular home not on wheels
   e. Travel trailer or camper
   f. Group home
   g. Nursing home
   h. 0ther:

6. Who is your utility vendor for: Gas___________ Electricity____________ Other_________

7. Who is the owner of the property listed above?
   Name:________________________ Address:______________________ Phone:__________

8. Landlord Signature:____ Date:_____________
   Address:____ Phone:__________________

   Please be informed that a one-party check will be mailed directly to the applicant if they qualify for energy assistance.

LOST WARRANT STATEMENT

State of Kansas
Department of Administration
Division of Accounts and Reports
DA-6 SRS (Rev. 06-99)

A & R Use Only

Stop Payment No.

To: **Director of Accounts and Reports** **Date:** ____________________

From: **Agency No.** ____________________

Reason for Request

☐ Lost ☐ Destroyed ☐ Was not received by the payee ☐ Stolen ☐ Bank Transit

Warrant Information

(Please Print or type)

Warrant Type: ____________________ **Warrant No.:** ____________________

Warrant Date: ____________________ **Warrant Amount** ____________________

Payee Name: ____________________ **Payee Tax ID No.:** ____________________

& Address: ____________________ **(SSN or FEIN)**

____

____

____

(Agency Use Only)

____

District Office

Stop Payment Posted By:	ACCOUNTS AND REPORTS USE	STATE TREASURER'S USE
		Treasure's Approval By ____________ Date ____________

Duplicate Warrant Number ____________________ **Duplicate Issue Date** ____________________

Payee Name: **Warrant Amount:**

Date	Agcy No.	Fund	Amount	FY	Voucher Or Validation Number	Warrant Number

LIEAP RECOUPMENT FORM

COUNTY NUMBER NAME SSN

_________________ _________________________ _____________________

***********PAYMENTS***********

AMOUNT OWED	DATE	AMOUNT
_____________	1. _________	1. __________
	2. _________	2. __________
	3. _________	3. __________

BALANCE

____

DATE INFORMATION FORWARDED TO FRAUD (AMOUNTS OVER $1000)

____ ____ __________

REASON OVERPAYMENT OCCURRED:

____

____

____

DISTRIBUTION: SEND ORIGINAL TO SUPERVISOR TO ENTER OVERPAYMENT INTO THE RECOUPMENT MAINTENANCE SCREEN ON THE SYSTEM. RETAIN A COPY IN THE CASE FILE.

SUBMITTED BY _______________________________

PHONE NUMBER ______________________________

ENTERED INTO SYSTEM BY ______________________________DATE______________

VENDOR CHANGE REPORT

Date________________________

Area Office__________________ Completed By________________________

INSTRUCTIONS: As staff become aware of fuel/utility vendor mergers or ownership changes, the following information should be reported to Central Office:

Previous Vendor Name____

Previous Vendor Tax ID Number____

Previous Home Office
Address____
City State Zip

Type of Fuel(s) Sold____

New Vendor Name____

New Vendor Tax ID Number____

New Home Office Address____
City State Zip

New Home Office Phone Number____

Fuel Vendor Contact Person____

Counties serviced by the new ownership?____

____

Other Information:

Return this completed form to LIEAP Policy, EES, Suite 580, Docking State Office Building, Topeka, KS 66612.